



**Missouri Department of Health and Senior Services**

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010  
RELAY MISSOURI for Hearing and Speech Impaired and Voice dial: 711

**Randall W. Williams, MD, FACOG**  
Director

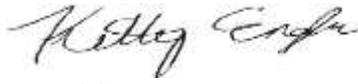


**Michael L. Parson**  
Governor

INFO-01-20-01

January 2, 2020

**MEMORANDUM FOR ALL HOME AND COMMUNITY BASED SERVICES PROVIDERS**

From: Kitty Engler, Bureau Chief   
Bureau of Long Term Services and Supports

Subject: Updated Memo Process

This memorandum is to inform Home and Community Based Services (HCBS) providers of the updated memo process. The new memo process will be implemented January 1, 2020. The updates will increase efficiency and decrease duplication of memo receipt.

Providers will receive one of the following memos dependent upon memo topic:

- HCBS – This memo will notify providers and staff of HCBS policy updates.
- INFO – This memo will notify providers and staff of all other updates related to HCBS.

The Provider Memo/Vendor Memo (PM/VM), including those related to provider reassessments, will no longer be used and will be archived on the new INFO memo page.

Any questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports at [LTSS@health.mo.gov](mailto:LTSS@health.mo.gov) or 573/526-8557.

KE/js

[www.health.mo.gov](http://www.health.mo.gov)

**Healthy Missourians for life.**

The Missouri Department of Health and Senior Services will be the leader in promoting, protecting and partnering for health.

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER: Services provided on a nondiscriminatory basis.